

કુલ સમય :- ૩૦ મીનીટ

કુલ પ્રશ્નો : ૩૫

વિદ્યાર્થીએ ટીક કરવાના પ્રશ્નો : ૨૫

નોંધ : વિદ્યાર્થીએ માત્ર ૨૫ પ્રશ્નો જ ટીક કરવાના રહેશે. જો વધારે ટીક કરેલ હશે તો પ્રથમ ૨૫ પ્રશ્નો જ ગણતરીમાં લેવામાં આવશે.

Q.1 The word 'communication' is derived from the following Latin word-----.

- a) Communis b) Communicate c) Communicational d) None of them

Q.2 ----- Communication is the type of informal communication.

- a) Official b) Upward c) Grapevine d) Group discussion

Q.3. Business letters should be concise.

- a) True b) False c) Can't say d) None of them

Q.4. Which of these must be avoided in business letters?

- a) Polite words b) Formal words c) Abbreviations d) Clear details

Q.5. The mode of payment must be stated in business letters.

- a) True b) False c) Can't say d) None of them

Q.6 To make our communication effective, we should follow _____ C's and _____ S's.

- a) Seven, four b) Seven, three c) Two, three d) Seven, six

Q.7 . Which of these must not be mentioned in a business letter?

- a) Information of the quality of the order b) Name of the firm
c) The mode of payment d) With regards

Q.8 Message is any signal that triggers the response of a _____

- (a) Receiver (b) Sender (c) Encoding (d) Feedback

Q.9. Where should the name of the firm be mentioned?

- a) Right of the page b) Below the address of the writer
c) Above the address of the writer d) On the last page of the letter

Q.10. Which of these is not a mode of address for any letter?

- a) To a tradesman b) To a child c) To a firm d) To professional men

Q.11 The response to a sender's message is called _____

- a) food bank b) feedback c) food d) food

Q.12. Which of these is not used to conclude a business letter?

- a) Yours faithfully b) Yours truly c) Yours sincerely d) With kind regards

Q.13. Which of these should not be present in a business letter?

- a) The name of firm or businessman b) The date
c) Business jargon d) Courteous leave-taking

Q.14 The number of key elements in the communication process is :

- a) Five b). Six c) seven d) nine

Q.15 The content of Business letters should be concise and straight forward.

- a) True b) False c) Can't say d) None of them

Q.16 Where are the details of enclosures mentioned?

- a) Beginning of the letter b) Below the signature column
c) Right-hand side of the letter d) Main body of the letter

Q.17 Writing a letter with you attitude means writing—

- a) From the point of view of the reader
b) Using the word you repeatedly
c) From the point of view of the other person's not concerned
d) From the point of view of the writer

Q.18 Modern business letters are usually written in:

- a) Semi block style b) simplified style
c) Indented style d) full -block style

Q.19 Which of the following is not part of a cover letter?

- a) Salutation b) Return address c) References d) Close

Q.20 Post script means

- a) Attachment of document b) Written after words
c) None of them d) Both a & b

Q.21 The conclusion or ending paragraph should bring the communication to a polite and close.

- a) Business like b) Interminable c) Measurable d) Subtle

Q.22 Which one is correct form of date?

- a) DD/MM/YYYY b) MM/DD/YYYY
c) None of them d) Both a & b

Q.23 Good business letters are characterized by the following personal quality of the writer

- a) Sincerity b) Seriousness c) Humor d) Formality

Q.24 Which of the following is more apt of complimentary close during writing a general letter

- a) yours faithfully b) Sincerely c) Sincerely yours d) All of these

Q.25 One of the main parts of the letter that includes the address and date. In some cases, it is okay to just write the date.

- a) Body b) Heading c) Signature d) Salutation

Q.26 It is the main text of your letter.

- a) Body b) Heading c) Signature d) Salutation

Q.27 It is the part of the letter that usually starts with “Dear” and is followed by the person’s name and then a comma.

- a) Body b) Heading c) Signature d) Salutation

Q.28 Where are the details of CC mentioned?

- a) Beginning of the letter b) Below the signature column
c) Right-hand side of the letter d) Main body of the letter

Q.29 The following is the permanent records for business

- a. Business letters b. Ledgers c. Production reports d. All of the above

Q.30 Body of a letter is divided into _____ parts.

- a. 1 b) 2 c) 3 d) 4

Q.31 What is the full form of CD?

- a) Cash Discount b) Cooperate Document
c) None of them d) Both a & b

Q.32 Virtue _____ its own reward.- Fill with appropriate verb.

- a) to be b) is always c) is d) All of them

Q.33 When did the sender send the inquiry letter?

- a) To get information of products b) To get information of prices
c) All of them d) To get information of Terms and condition

Q.34 What is your attitude?

- a) Courtesy b) Polite behavior c) Correctness d) All of them

Q.35 Heading, date, inside address, salutation and body of letter etc are regular parts of letter.

- a) True b) False c) Can't say d) None of them